Social/Clinical Research Specialist

Role Summary: Positions in this banded class plan, organize, conduct, and evaluate social/clinical research. Work is performed to support research or develop public programs and policies. Social/clinical research includes behavioral, economic, educational, public health/medical, public policy, sociology, and closely related areas. Social/clinical researchers create or validate theories through data/information collection, documentation and analysis with a goal of description and explanation. The range of duties includes, but is not limited to: project planning and design, developing methodology, database development and management, data/information collection and analysis, project administration, program and/or policy development and evaluation, preparing publications and reports and related products, communication, instruction and public education. Work may include the training and supervision of staff, students and others.

Competency	Definition
Analytical Thinking	Relating and comparing data from different sources, identifying issues; gathering relevant information, and identifying other ways of doing things
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others. Prepares and/or makes presentations suited to the characteristics and needs of the audience.
Customer Service	Develops and maintains strong relationships with customers by listening and understanding the customer and responding to identified needs.
Planning and Organizing	Establishing courses of action for self and/or others to ensure that work is completed efficiently
Technical/Professional Knowledge	Possesses a high level of professional skill or knowledge in specific area(s) and keeps up with current developments and trends in area(s) of expertise. Knowledge of social/clinical research principles, methods and processes (technical and/or theoretical) used to conduct a systematic and objective inquiry including study design, methods of data/information collection and analysis, and interpreting and reporting results; knowledge of statistics and related information technology; database management.
Training/Instruction	Leading, guiding or enabling others to develop new skills or knowledge that enhances their work.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	**Journey**	**Advanced**
Positions in this banded class perform well defined duties in planning, organizing, conducting, and evaluating social/clinical research. Work is performed **under general supervision** to support research or develop public programs and policies. At this level, work **requires basic knowledge** of research in the area of assignment, retrieval of data/information, working within established deadlines, and working with a **project or program of limited scope and complexity**. The range of duties includes, but is not limited to: project planning and design; developing methodology; database development and management; data/information collection and analysis; project administration; **participation in** publications and reports and related products; communication, instruction and public education.	Positions in this banded class plan, organize, conduct, and evaluate social/clinical research. Work is **independently performed** to support research or develop public programs and policies. At this level, work **requires a full knowledge** of research in the area of assignment, the **evaluation and modification of collection methodology, assessing the needs of the project(s)/program(s) and making changes as needed, working within multiple and/or concurrent or complex assignments, and analyzing data for accuracy, validity and integrity.** The range of duties includes, but is not limited to: project planning and design, developing methodology, database development and management, data/information collection and analysis, project administration, **program and/or policy development and evaluation, preparing publications** and reports and related products, communication, instruction and public education. **Work may include the training and supervision of staff, students and others.**	Positions in this banded class plan, organize, and evaluate social/clinical research with a **comprehensive knowledge of research** in the area of assignment. Work is **independently performed** to support research or develop public programs and policies. At this level, work involves: planning and designing data/information collection, technology and analysis; **establishing goals and objectives; managing multiple, concurrent or multi-faceted complex work;** program and/or policy development and evaluation; preparing publications and reports and related products; instruction and public education. Work may include the training and supervision of staff, students and others.

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply.

COMPETENCY	CONTRIBUTING	JOURNEY	ADVANCED
Analytical Thinking	Monitors and collects data/information as required by research or program protocol. Inputs data/information into databases with limited management as required by protocol. Performs statistical analysis. Observes and reports trends in data/information. Produce estimates using established guidelines, tools, methods, and general statistical practice. Approaches a situation or problem by defining the problem or issue. Considers all available information. Determine sample size and population	Analyzes data/information for accuracy, validity and integrity. Maintains quality control and assurance. Applies criteria or parameters for extract of data/information; creates databases. Interprets and evaluates results; prepares reports and/or presentations. Analyzes data/information to determine potential relationships; identifies cause and effect of problems; looks at underlying problems for solution. Develop guidelines for production of estimates, including identification and preparation of input data, operational definitions, implementation of tools and methods, and evaluation of results. Evaluate estimates for appropriateness, reasonableness, validity, and suppression. Notices and responds to discrepancies and inconsistencies in data/information.	Defines standards for the collection of data/information; sets standards for accuracy, validity and integrity; may lead others in implementing standards instead of analysis. Trouble-shoots/resolves quality control issues through changing processes. Expert in identifying criteria or parameters for extraction and reporting of data/information. Selects alternative statistical methods and/or software; plans, interprets and evaluates results. Plans and leads others in analysis. Projects probable outcomes, potential impact on policy, research or program. Develop estimation methods, including procedures, implementation, evaluation standards, and interpretation guidelines. Review and amend estimation methodology and procedures as warranted.

COMPETENCY	CONTRIBUTING	JOURNEY	ADVANCED
		Prepare documentation for both technical and non-technical audiences, describing estimation procedures and interpreting results.	
Communication	Communicates detailed outcomes and results of research.

Assists in preparation of research findings and reports.

Collects information for grant writing and reporting.

Assist in consultation, gather information in response to an inquiry.

Writes comprehensive reports summarizing the results of site visits.

Asks clarifying questions and probes for relevant information.

Uses language that is easy for others to understand.

Uses correct grammar, punctuation, and spelling to communicate basic information. | Leads exchange of research information through technical assistance and instruction.

Contributes to preparation of and presents publications, reports or policies.

Assists in grant writing and proposal development.

Independently provides consultation to clients or others related to the specific project/program. Develops and/or create informational products. May provide or assist with design.

Writes comprehensive reports summarizing the results of site visits and conveys the major points of the report to field center staff/PI and supervisory personnel.

Clarifies the purpose and importance of the message; presents ideas in a concise and clear manner.

Explains programs policies and procedures in language understood by others. | Leads, consults and/or makes recommendations in the area of research or agency/program policy through effective communication about the research project(s) or program(s).

Co-authors/authors manuscripts, publications, reports or policies; serves as primary presenter.

Collaborates in the conception and design of original research.

Provides consultation as an expert involving complex work products. Designs informational products. Sets/defines standards.

Writes comprehensive reports summarizing the results of the site visit. Conveys the major points of the report to field center staff/PI. Decides appropriate corrective action to be taken and informs study leadership of the results.

Uses an effective and approachable style that engages others and builds credibility; persuades and negotiates to build |

COMPETENCY	CONTRIBUTING	JOURNEY	ADVANCED
		Uses a style (formal, informal) that is appropriate for the listener, group, reader.	rapport. Provides rationale when delivering complex or challenging information.
Customer Service	Identifies both internal and external customers involved in the research project(s). Responds to customer needs and requests within established parameters. Accessible to the customer and provides prompt, attentive service. Listens carefully and checks for understanding of customer needs. Demonstrates courteous actions and follows the organization's established protocol for customer service.	Identifies options, develops solutions and takes action when responding to customer needs. Remains accessible to the customer when balancing multiple priorities. Assesses or checks with customer to ensure solution meets needs. Develops relationships/partnerships with internal/external customers.	Anticipates, identifies and understands customer's service needs. Proactively seeks to determine customer needs. Identify ways to streamline processes/procedures and link resources for efficient and effective customer service. Develops creative solutions to respond to service needs.
Planning & Organizing	Plans work to meet established deadlines. May monitor work of others, giving assignments and instruction as needed. Retrieves data/information to be collected and documented. Follows established guidelines for assessing compliance with protocol and manuals of operational procedures Gathers and documents individual	Identifies, evaluates and modifies data/information collection methodology. Provides consultation regarding use of data/information. Plans work to meet objectives and deadlines; assesses the needs of the project(s)/program(s) and makes changes in process, work flow and/or assignments. May monitor work of others, giving assignments and instruction as needed. Follows established guidelines for	Plans and designs data/information collection, technology and analysis. May involve collaboration with management and others. Designs, develops, and evaluates research methods and quality controls; reports design alternatives to investigators or upper management. Decides and leads the change in design. Establishes goals and objectives

COMPETENCY	CONTRIBUTING	JOURNEY	ADVANCED
	resources needed to complete work. Assists with implementation of resources. Understands obstacles/roadblocks; makes alternative plans to ensure timely task accomplishment. Coordinates necessary site visits or other meetings Plans, organizes and facilitates meetings	assessing compliance with protocol and manuals of procedures and suggests possible ways to improve on the monitoring process. Modifies and adjusts resources needed to conduct research. Defines required resources, equipment and/or materials needed. Anticipates obstacles/roadblocks and prepares alternative plans to ensure timely task accomplishment. Develops evaluation tools Forecasts expenditures and projections	of the project(s)/program(s), sets and changes deadlines; plans, assigns and reviews work of others. Develops and implements the guidelines for assessing compliance with the protocol and manuals. Allocates appropriate amounts of time for completing own and others' work; avoids scheduling conflicts. Evaluates the research program or project to determine if goals were met.
Technical/Professional Knowledge	Applies basic knowledge of social/clinical research principles, study design, methods of data/information collection and analysis to complete defined assignments. Demonstrates knowledge of statistics, **data management** and related information technology to complete defined assignments.	Applies full* knowledge of social/clinical research principles, study design, methods of data/information collection and analysis to independently manage projects and/or programs. Demonstrates knowledge of statistics and related information technology to analyze and report data/information.	Applies comprehensive** knowledge of social/clinical research principles, study design, methods of data/information collection and analysis to develop strategies and/or policies that guide projects, programs or new initiatives. Demonstrates knowledge of statistics and related information technology to interpret complex data/information or data sets and identify and communicate trends and probable outcomes.

COMPETENCY	CONTRIBUTING	JOURNEY	ADVANCED
Training/Instruction	Instructs and trains research subjects, staff, students, and/or other clients in the performance of procedures. Trains others in data/information collection and use of tools. Documents steps needed to conduct data/information collection/analysis; reviews and maintains correct standard operations, procedures and protocols.	Trains others in the performance of specialized methodologies and data/information analysis tools. Documents research methodologies and results in reports and/or publications. Trains others in procedures Ensures that training objectives are met Evaluates training to ensure effectiveness of instruction	Develops and implements multifaceted data/information analyses and methodologies; coordinates the instruction of others in the use of these methodologies. Collaborates with research staff and colleagues to validate and/or redirect research based on documented results. Develops complete process/procedures.

Basic knowledge -   The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge -   The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

When determining complexity, a number of factors should be considered, including but not limited to study design, multiple contracts, multiple sites/centers, size and volume.

Minimum Training and Experience:

Bachelor's degree in a discipline related to the field assigned and one year of related training or experience, or equivalent combination of training and experience necessary to perform the work.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.